

City of Chattanooga, TN
Personnel Class Specification

Class code 0146

FLSA: NON-Exempt

**CLASSIFICATION TITLE: TELECOMMUNICATIONS
COORDINATOR**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide technical support for operation and maintenance of voice communications network systems and related equipment.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Assists with moves, additions and changes to switchboard equipment; delivers and installs new telephone sets; labels telephone extensions prior to installation; completes cross-connects.

Tests systems and components for proper operations; conducts tone testing of inside wiring for extensions to ensure connectivity to switch room; identifies and analyzes equipment malfunctions, data errors, or potential problems; initiates appropriate action to correct errors, recover data, and obtain maintenance.

Coordinates with appropriate vendors for repair of data/voice services, voice hardware, related equipment and circuits; initiates communication with service representatives and provides information concerning operational and/or mechanical problems; reports problems, repairs, MAC requests, and other issues to supervisor as needed.

Documents support activities on Help Desk tickets; ensures requests are entered into computerized Help Desk tracking system.

Provides information, assistance, and technical expertise to users; interacts with users on changes, repairs, and other issues; answers basic user questions on system features.

Prepares and distributes long distance call usage reports to provide City departments with billing details and to charge appropriate costs to each department/agency.

Prepares Call Detail Record (CDR) reports as requested; ensures proper downloading, storage, and archival of data; forwards reports to requesting departments.

Prepares or completes various forms, reports, correspondence, call detail record reports, long distance usage reports, or other documents.

Receives various forms, reports, correspondence, MAC requests, help requests, vendor updates, lists, system documentation, program documentation, manuals, directories, periodicals, catalogs, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, switchboard program, Help Desk/problem management, communications, remote access, email, or other computer programs.

Operates a variety of equipment and tools associated with work activities, which may include telephone switching equipment, PBX access terminal, computer equipment, punch down tool, testing instruments, diagnostic instruments, general office equipment, and hand tools.

Performs general/preventive maintenance tasks necessary to maintain equipment, tools, and facilities, which may include inspecting equipment, testing operations of equipment and components, or cleaning work areas; organizes and maintains switch rooms and storage areas; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.

Maintains inventory of department equipment, components, parts, tools, and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement materials.

Maintains logs and documentation of system activities, operations, procedures, modifications, maintenance, and other activities.

Communicates with supervisor, employees, other departments, users, vendors, service providers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Attends meetings as needed; coordinates preparation of information for meetings.

Maintains an awareness of new technologies, products, methods, trends and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Provides assistance to other employees or departments as needed; assists in opening Help Desk tickets.

Performs other related duties as required

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in telecommunications, information systems, or a closely related area; supplemented by five (5) years previous experience and/or training that includes telecommunications operations, Nortel certification on X11 command line programming, Release 24 and above, PBX and key system installation, data/voice circuit maintenance, system administration, simple networking, knowledge of IP addressing and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, machinery, or electric currents.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.